

Regulatory and Audit Committee

Title: Report on Mandatory Training Across the Organisation

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Local members affected:

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

Earlier this year, OCB reviewed the elements of online induction training that should be confirmed as **mandatory** for all Bucks CC staff to ensure a basic level of compliance across the whole organisation.

This resulted in the instruction for all existing BCC staff to complete the core 'Mandatory Refresher' e-Learning Programme by end of June 2016. Staff and Managers were advised of this new requirement in March 2016 and this report shows the level of compliance achieved across the organisation by the extended deadline of 26th August 2016.

Compliance levels are highest amongst the mandatory training that has previously been monitored and reported at regular intervals. It is pleasing to see that increased numbers of staff are engaging with e-Learning with a much higher level of participation following the introduction of assigned learning as an automated process.

This represents the first step in driving up staff compliance with mandatory e-Learning requirements and the report sets out the next steps to achieve consistently acceptable levels across all areas by end of December 2016.

Recommendation

Members are asked to note the current compliance levels for mandatory e-Learning across the organisation and to approve the actions set out in the report to raise the staff participation

Background

Earlier this year, OCB reviewed the elements of online induction training that should be confirmed as **mandatory** for all Bucks CC staff to ensure a basic level of compliance across the whole organisation. This was in response to variations in practice across the Business Units and to bring induction training in line with new working practices, hence the inclusion of the new course module 'Agile Working'.

Previously, reporting on mandatory training has focused on separate elements e.g. annual reporting on 'Data Protection' compliance. In some service areas there have been specific requirements for staff to complete more advanced levels of training; and it has been acceptable for staff to evidence compliance either by completing online learning or by attending a classroom based course. This has led to some confusion about what constitutes core mandatory learning across the organisation.

The move last year to a new e-Learning platform, has delivered improved reporting capabilities and the facility to assign packages of training to groups of users according to their position within the organisational structure. This has made it possible to use automated email messaging to alert staff to 'required learning' that they must complete within a set time period.

Mandatory Refresher Programme Spring 2016

OCB approved a refresher e-Learning programme to be assigned to all staff for completion by the end of June 2016. The programme packaged together the four mandatory e-Learning modules contained with induction training (and which will be assigned to all new starters from September 2016):

'Data Protection Awareness'; 'Equality & Diversity Essentials'; 'Introduction to Health and Safety'; and 'Agile Working'.

'Required Learning' notifications to staff and Managers

The purpose of the refresher programme has been to ensure that all existing staff across the organisation have achieved the same basic level of compliance training. The new e-Learning platform / Learning Management System (LMS) enables individuals to view their progress in the personalised 'required learning' tab and managers can view the progress of their direct reports via the managers' dashboard. Reminder messages were sent via auto messaging to those staff with one or more outstanding modules four weeks before the due date

The programme was introduced to staff via Managers Brief and ONE newsletter. Detailed reports have been run off for each of the Business Units listing staff yet to complete the full programme; and the deadline was extended to 26th August to include a further push on course completions to be included in this report.

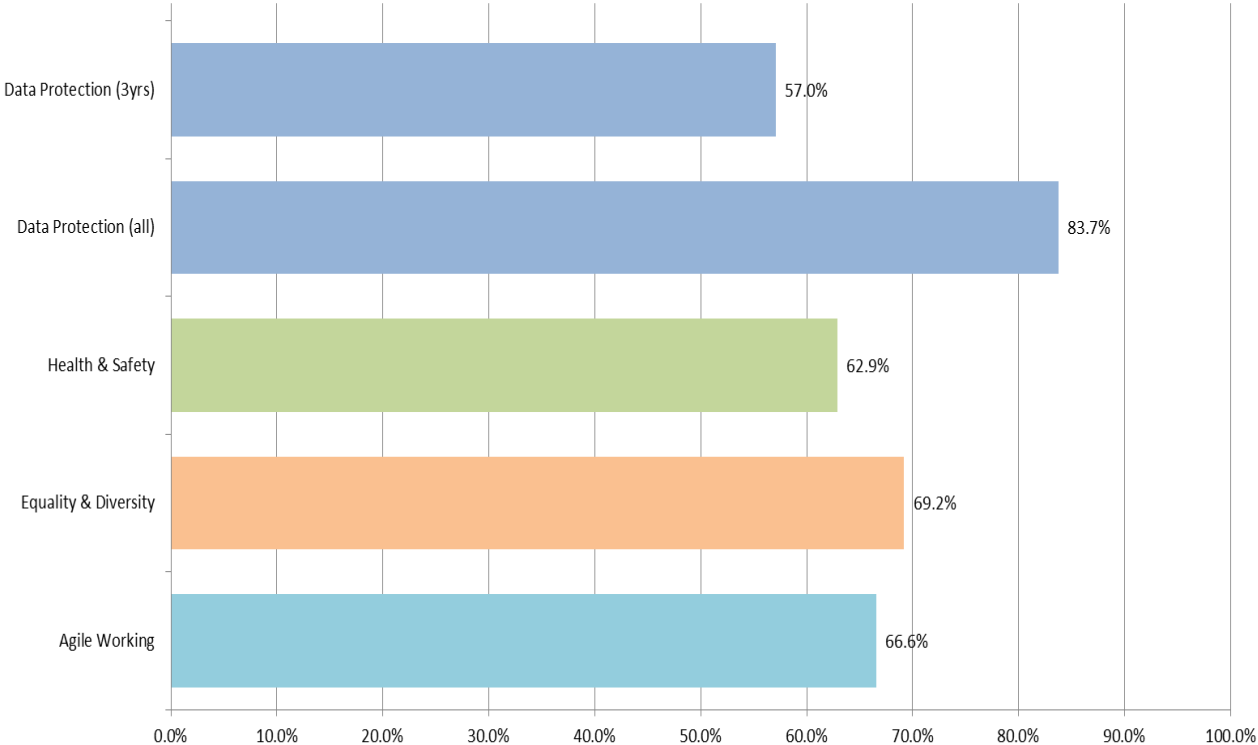
Impact of Mandatory Programme

We have seen a steep rise in the rates of course completions throughout the duration of the programme, spiking in the last week of June 16. We have had a large number of enquiries from staff logging in to the e-Learning site for the first time – a good indicator that the programme is reaching a wider audience.

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Completions	321	237	497	457	391	268	422	561	2059	1057	1936	703

BCC Mandatory Training Completions - 31/08/2016

Overall Compliance Levels



Data Protection training is showing the highest level of compliance amongst BCC staff with 83.7% of all BCC staff having completed e-Learning. However, it is recommended that staff retake the module within 3 years, and if we exclude course completions outside of this period then the overall compliance falls to 57% of all staff. To ensure best practice, we now need to set an expiry date and alert staff to the need to complete refresher training.

Agile Working training has seen the lowest level of compliance – possibly because this was not part of induction training for many existing staff and going forwards we should see this increase.

Compliance by Business Unit

Appendix 1 shows a breakdown of percentages of staff having completed each of the modules by Business Unit, and is based on numbers of active learners within the reporting period.

It can be seen that the highest level of compliance has been achieved within BESS Business Unit and HQ. TEE Business Unit ranks lowest which may be related to the fact that TEE staff had already embarked on another service specific e-Learning programme assigned to all staff within the Business Unit just prior to the release of the corporate programme, which may have diluted the impact.

Corrective action / follow-up/ Next steps to increase uptake

The focus of this first refresher programme has been to push increased levels of compliance amongst existing staff and to provide better reporting to support monitoring & checking.

The following actions are proposed to further increase compliance:

1. A follow-up report to OCB to show compliance levels in each of the Business Units following the extended deadline of end September.
2. Detailed reports to Service Managers highlighting staff who have not yet completed the programme and to seek feedback from the Business Units on the reasons for non-compliance.
3. We will continue to use automatic reminder and overdue messages and propose a further overview report in the next quarter to end of December 2016. Thereafter, we will report to OCB on a 6-monthly basis.
4. From September we are able to automate mandatory learning for all new starters who will receive a message in Outlook alerting them to the requirement to complete the

modules as 'part one' of their corporate induction training, to be completed within their first four weeks.

5. A further development will be to set expiry periods for data protection and equalities training. Current advice is that refresher training is completed every 3 years.

Recommendations

Members are asked to note the data on current percentages of staff completing the mandatory e-Learning modules and to support the stepped approach outlined in the actions above to increase compliance for the whole staff group.